



# Disconnection Notice

page 1 of 1

Account number [REDACTED]  
 Past due \$480.30  
 Total due \$1,013.15  
 Notice expires January 22  
 This notice was mailed on January 17, 2018

## Immediate action required

Your electric service is scheduled to be disconnected unless the regulated past due charges of \$427.00 are paid, or satisfactory arrangements are made with Duke Energy Progress, on or before 1/22/2018. We can be reached at 1-800-452-2777, Monday - Friday, from 7:00 a.m. - 9:00 p.m.

Su servicio eléctrico será desconectado a menos de que pague su balance adeudado por la cantidad de \$427.00 o haga un arreglo de pago con el personal de Duke Energy Progress, antes del 1/22/2018. Puede llamarnos al 1-800-452-2777, de Lunes a Viernes de 7:00 a.m. - 9:00 p.m.

When service is disconnected, it will not be restored until the total regulated past due charges are paid, plus a reconnection charge of (\$15.00) and a guaranty deposit (if needed). To ensure reconnection the same day, please pay this amount no later than 5:00 p.m.

You will not receive any other written notification prior to service disconnection.

## To avoid disconnection of your electric service

- If you are unable to pay your electric service in full, you should contact Duke Energy Progress by January 22, 2018. If prior to this date you are able to establish that you can not pay your account in full and you agree to enter into a reasonable installment agreement with Duke Energy Progress to bring your account into balance, your electric service will not be disconnected. OR
- If you can establish that you meet the following requirement, your service will not be disconnected between December 1 and March 31:
  - You or a member of your household is able to furnish to Duke Energy Progress a certificate signed by a licensed physician which states that disconnection of electric service would be dangerous to such person's health. This certificate, which is supplied by Duke Energy Progress, must be signed by you and state that you are unable to pay in full or in installments the amount due for electric service.
  - However, all bills are due when received and if not paid or satisfactory arrangements made to pay, your service will be subject to disconnection after March 31.
- You may call your local Social Service Agency to determine what Federal, State, or private assistance may be available to you. Contact Duke Energy Progress at the above number if you have questions about your bill.

## Return portion

MAGGIE W GLOVER  
 FLORENCE SC [REDACTED]

Account number [REDACTED]

## Disconnection Notice

Past due \$480.30  
 Total due \$1,013.15  
 Notice expires Jan 22

Make checks payable and return to:

Duke Energy Progress  
 PO BOX 1003  
 Charlotte NC 28201-1003

Return this portion with your payment so the return address shows in the envelope. Please do not staple or clip this portion to your payment.

PUBLIC VERSION  
 (pursuant to Order 2019-236)

